



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Payroll Administration & Personnel Management

Sub-function: Payroll system management (Resignation)

- ☒ "As-Is"
☐ "To-Be"

Description:

This "As-Is" flow provides an overview of the resignation process. The process is semi-automated through the use of Federal Personnel/Payroll System (FPPS). The resigning employee submits a Reason for Resignation Form to SFA HR. Then, SFA HR initiates and forwards the personnel action to HRG for processing. SFA HR also notifies OIG and other persons who need to remove the employee's name from various systems. HRG electronically forwards the resignation information to NBC in Denver.

Handoffs:

There are 7 handoffs in the "As-Is" Resignation process. Handoffs occur between: SFA HR - employee, employee - SFA HR, SFA HR - Servicing Specialist, Servicing Specialist - A&R Technician, A&R Technician - Customer Service Team III Leader, Customer Service Team III Leader - A&R Technician, and A&R Technician - SFA HR.

Average Process Completion Time:

The average process completion time for processing a resignation is one week.

Position title	Agency name	Time/ request	Number of positions	Percent of time/year	Number processed/year
Management Operations Specialist	SFA HR	15 min.	2	Less than 1	76*
Admin Officer	SFA	30 min.	7	Less than 1	76*
Servicing Specialist	HRG	15 min.	5	1%	418*
A&R Technician	HRG	15 min.	1	5%	418*
Customer Service Team III Leader	HRG	5 min.	1	2%	418*

* Includes resignations in regions

Cost:

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- SFA-sponsored FTEs: ~\$255,543 (based on 3 FTEs at an average OM salary of \$85,181)

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Assumptions:

- The resignation process flow assumes that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, SFA HR will return the form(s) to the employee to complete and resubmit.
- The flow also assumes that the SF 50 is accurate. If the Customer Service Team III Leader detects an error in the printed SF 50, then the Customer Service Team III Leader completes an error sheet and returns the SF 50 to HRG's Servicing Specialist to make the necessary changes.
- Page 6.2.1 assumes that the employee has life insurance. If the employee does not have life insurance, then the employee would not complete the SF 2819 and mail it to OFEGLI.

Exclusions:

- None

Regions:

- The regional offices follow a slightly different procedure for processing personnel actions; refer to the Regional Process: Requesting Personnel Actions sheet for details.
- The resignation process is similar in the regions and in headquarters. The main difference is that the regional offices operate with a smaller staff that typically includes one Personnel Officer and one Personnel Specialist. HR employees in the regions are generalists, which means that they perform all HR functions rather than specialists in headquarters that only handle matters related to Employee Relations, Labor Relations, etc. Because there are less people involved in executing HR functions, there are fewer handoffs in the regions.

Strategic Direction:

SFA HR can analyze this flow to see how HRG processes resignations, the most common type of employee loss. After an analysis of the current process, SFA HR can determine whether or not they want to assume the responsibilities of HRG. Studying this flow will allow SFA HR to more accurately estimate the resources it will need to process resignations.